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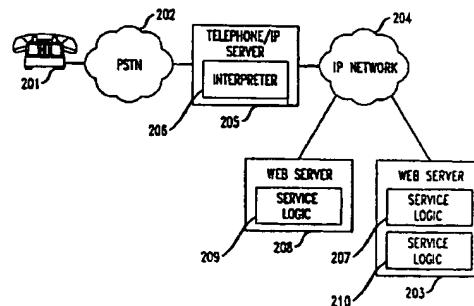
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(54) Method of providing transfer capability on Web-based interactive voice response services

(57) Interactive voice response (IVR) services are provided to an end user at a telephone terminal (201) connected to the PSTN (202) through a telephone/IP server (205) that serves as an interface between the PSTN and an IP network (204) such as the Internet. A first IVR service is provided by a web server (203) running a service logic (207) for that service, which produces pages formatted in a phone markup language (PML) in response to an HTTP request sent over the IP network by the telephone/IP server to the web server at the URL address associated with the service. These pages represent an interactive dialog for that first service, which when received by the telephone/IP server, are translated and converted to audio by an interpreter (206) for audio presentation to the end user. The end user's responses, either verbal or touch-tone, to questions posed during the dialog are collected by the telephone/IP server, translated, and forwarded to the web server. Hyperlinks to a second IVR service offered on a web server (208) at a different URL address are embedded and associated with a specific question or statement in a PML-formatted page produced by the first service. When the end user affirmatively responds to that statement or question through a verbal or touch-tone input, the telephone/IP server translates that response as a "click" on the hyperlink and establishes a

virtual connection to the hyperlinked URL address of the web server providing the second service. Further, information associated with the end user's interaction with the first service, such as his identity, PIN, and/or zip code, is transferred to the second service by means of a cookie, URL encoding or other information transference mechanism, to provide an audio experience that seamlessly transfers the end user from the first service to the second.

FIG. 2





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EUROPEAN SEARCH REPORT

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| DOCUMENTS CONSIDERED TO BE RELEVANT | | | |
|---|---|--|---|
| Category | Citation of document with indication, where appropriate, of relevant passages | Relevant to claim | CLASSIFICATION OF THE APPLICATION (Int.Cl.) |
| X | <p>ATKINS D L ET AL: "INTEGRATED WEB AND TELEPHONE SERVICE CREATION" BELL LABS TECHNICAL JOURNAL, US, BELL LABORATORIES, vol. 2, no. 1, 21 December 1997 (1997-12-21), pages 19-35, XP000659566 ISSN: 1089-7089 * page 19 - page 21 * * page 29 - page 32 *</p> | 1-4, 6, 7, 10-14, 16, 17, 20-22 | H04M3/493 H04M7/00 |
| X | <p>WO 97 32427 A (NETPHONIC COMMUNICATIONS INC) 4 September 1997 (1997-09-04)</p> <p>* abstract; figure 1 * * page 2, line 1 - line 29 * * page 3, line 26 - line 34 * * page 4, line 21 - line 25 * * page 5, line 7 - line 15 *</p> | 1-5, 7, 10-15, 17, 20-22 | |
| | | | TECHNICAL FIELDS SEARCHED (Int.Cl.) |
| | | | H04M |
| <p>The present search report has been drawn up for all claims</p> | | | |
| Place of search THE HAGUE | Date of completion of the search 8 September 2000 | Examiner Willems, B | |
| <p>CATEGORY OF CITED DOCUMENTS</p> <p>X : particularly relevant if taken alone Y : particularly relevant if combined with another document of the same category A : technological background O : non-written disclosure P : Intermediate document</p> <p>T : theory or principle underlying the invention E : earlier patent document, but published on, or after the filing date D : document cited in the application L : document cited for other reasons & : member of the same patent family, corresponding document</p> | | | |

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ON EUROPEAN PATENT APPLICATION NO.**

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For more details about this annex : see Official Journal of the European Patent Office, No. 12/82